

[Redacted]

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From: [Redacted] (b)(3)  
 Sent: Thursday, March 27, 2014 12:27 PM (b)(3)  
 To: [Redacted] (b)(3)  
 Cc: [Redacted] (b)(3)  
 Subject: Facilities Support Feedback Submission - Food service/quality [Redacted] (b)(3)

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[Redacted]

Subject: Food service/quality [Redacted] (b)(3)

Feedback: I don't eat in the cafeteria often basically because of the presentation and the quality of the service. When I arrive at the building, [Redacted] I get a cup of coffee. Even this is a challenge (b)(3) sometimes all the pots are empty or missing, you never know if you will have any choice other than regular coffee and not because it ran out but because this is the only one made the other pots you can tell have nothing in them. There may be cups, maybe lids you just never know. The hot bar for breakfast is lacking also, the eggs are never stirred up or broken up, there maybe potatoes they may have seasoning on them or not or way too much, bacon you pay per strip well most of the time it is crumbles so how do you do it then. The pans are never changed out so the gravy is crusty and once something is gone they don't fill it again. The hot cereal is normally clumpy or empty. and if you ask for something made it takes a very long time to get it and he can only do one item at a time. Not a great experience..and this is every day. On to lunch...I go down around 10-10:30 to get a glass of ice and he is making the french fries, onion rings, hamburgers, chicken tenders and putting them under the heat lamp...shelf life for those items is only 15 minute tops..and they don't start selling until 11. There is never any signs on the hot bar and half the time it is cold, dry and not appetizing. and ask for a sandwich and that can take awhile and oh yeah one at a time so there is a line. I got a grilled cheese the other day, he put the bread down on the grill...no butter or the liquid grill stuff, put a stack of cheese on it put it together and gave it to me. Waited over 10 minutes for that...got inside the lobby looked at it the cheese wasn't even melted, tossed it in the trash. I worked in restaurants, fast food, cafeterias, fair stands, for over 20 yrs. I watched them spend all the money on redoing our cafeteria and I see that the help and food went way down in quality. I see less and less eating there. It is bad I would love to go down sit for 30 minutes eat something and be away from my desk, but I guess I will keep sitting at my desk eating a PB&J from home.

Submitted By: [Redacted] (b)(3)